switch_back

user guide

User Guide for the Switch_Back Phone

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5,267,261 5,267,262 5,337,338 5,414,796 5,416,797
5,490,165 5,504,773 5,506,865 5,511,073 5,535,239
5,544,196 5,568,483 5,600,754 5,657,420 5,659,569
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FCC/IC Notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Kyocera Wireless Corp. (KWC) supplied and approved universal pouch CV90-61346.

Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 25 mm separation distance including the antenna and the user's body.

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population.

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.*

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value.

This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

Body-worn measurements differ among phone models, depending upon availability of accessories and FCC requirements. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section **http://www.fcc.gov/oet/fccid** after searching on the

FCC ID: OVFKWC-KX21.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at **http://www.wow-com.com**.

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

Optimize your phone's performance

Use the guidelines on page 11 to learn how to optimize the performance and life of your phone and battery.

Air bags

If your vehicle has an air bag, DO NOT place installed or portable phone equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

Medical devices

Pacemakers—Warning to pacemaker wearers: Wireless phones, when in the 'on' position, have been shown to interfere with pacemakers. The phone should be kept at least six (6) inches away from the pacemaker to reduce risk.

The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

Hearing aids—Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult Virgin Mobile or call the customer service line to discuss alternatives.

Other medical devices—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

In health care facilities—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

Potentially unsafe areas

Posted facilities—Turn your phone off in any facility when posted notices require you to do so.

Aircraft—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off or switch it to Airplane Mode before boarding aircraft.

Vehicles—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy.

Blasting areas—Turn off your phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Potentially explosive atmospheres—Turn off your phone when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked.
They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine

Use with care

Use only in normal position (to ear). Avoid dropping, hitting, bending, or sitting on the phone.

Keep phone dry

If the phone gets wet, turn the power off immediately and contact your dealer. Water damage may not be covered under warranty.

Resetting the phone

If the screen seems frozen and the keypad does not respond to keypresses, reset the phone by completing the following steps:

1. Remove the battery door.
2. Remove and replace the battery.

If the problem persists, return the phone to the dealer for service.

Accessories

Use only Kyocera-approved accessories with Kyocera phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

Radio Frequency (RF) energy

Your telephone is a radio transmitter and receiver. When it is on, it receives and sends out RF energy. Virgin Mobile's network controls the power of the RF signal. This power level can range from 0.006 to 0.6 watts.

In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

- ANSI C95.1 (American National Standards Institute, 1992)
- NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)
- ICNIRP (International Commission on Non-Ionizing Radiation Protection, 1996)

Your phone complies with the standards set by these reports and the FCC guidelines.

E911 mandates

Where service is available, this handset complies with the Phase I and Phase II E911 Mandates issued by the FCC.

Battery and charger specifications

Charger	Input	Output
CV90-G2610	120 VAC / 60 Hz	5.2 V 400 mA
CV90-K0259	100-240 VAC / 50/60 Hz	4.5 V 1.2 A
CV90-K0261	100-240 VAC / 50/60 Hz	4.5 V 600 mA
Standard Battery (5 mm):		
CV90-P4200: 3.7 V / 900 mAh		
Extended Battery (10 mm):		
CV90-P3002: 3.7 V / 1550 mAh		

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Finding your phone's serial number

To activate your Virgin Mobile account, you need your phone's serial number. To locate the number:

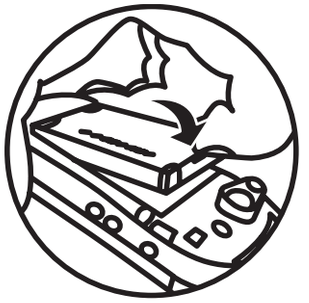
1. Turn your phone off.
2. Hold your phone face up in your left hand.
3. Insert your right thumbnail into the groove on the right side of the phone and push down to pop the back cover off.
4. Remove the battery by pulling back on the top edge of the battery.
5. Your phone's serial number (the ESN) is located just below the first barcode inside the phone, next to the letter "D." It is an 11-digit number.
6. Write down the ESN.

Installing the battery

Your Switch_Back phone comes with a removable lithium ion (LI Ion) battery. **Fully charge the battery before using the phone**.

To install the battery:

1. Remove the back cover by holding the phone face up in your left hand.
2. Insert your right thumbnail into the groove on the right side of the phone and push down to pop the back cover off.
3. Place the battery in the phone casing with the metal contacts facing the right side of the phone.
4. Replace the back cover by sliding the notches into the opening on the left side of the phone.
5. Snap the back cover into place



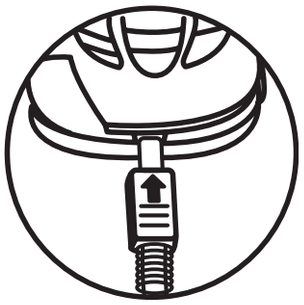
Charging the battery

You must have at least a partial charge in the battery to make or receive calls.

To charge the battery:

1. Connect the AC adapter to the jack on the bottom of the phone. Do not force the AC adapter into the jack. Make sure the arrow is face up as shown.

2. Plug the adapter into a wall outlet.



The battery icon in the upper-right corner of the screen tells you whether the phone is:

- Charging (the icon is animated)
- Partially charged
- Fully charged

Note: The battery will not charge if you use the phone while it is connected to an AC adapter.

Activating your Virgin Mobile account

Before you can start talking, messaging, or downloading, you need to activate service with Virgin Mobile.

You need your phone's ESN to activate your Virgin Mobile account.

Activate your account online by going to **www.virginmobileusa.com** and clicking on **Activate**. Or call Virgin Mobile At Your Service at 1-888-322-1122.

Programming your phone

Once your account is activated, you will receive **MDN** and **MSID/Network ID** numbers. These are used to program your phone. When you are ready, follow these steps to program your phone:

1. Turn on your phone. Program your phone using the external number keypad. DO NOT use the internal QWERTY keyboard.
2. Using the external number keypad, dial **##VIRGIN** (##847746). Press the left softkey to select **Service**.
3. Highlight **Edit** and press ok.
4. The prompt "Edit MDN - enter ten digits…" is displayed. If any numbers appear on this screen, press back to clear the screen.
5. Enter the 10 digit MDN number.
6. Press the left softkey to select ok.
7. The prompt "Edit MSID - enter ten digits…" is displayed. If any numbers appear on this screen, press back to clear the screen.
8. Enter the 10 digit MSID/Network ID number. Drop any zeros at the beginning and enter only the last 10 digits.
9. Press the left softkey to select **Done**.
10. A message saying your programming is complete is displayed. The phone turns off and then on by itself.

That's it - you are done! Nice work. It might take a couple of hours to get you set up on our network, but we will send a text message to your phone to let you know you can start talking. Also, it may take up to 4 hours for VirginXL, voicemail, and Top-Up features to come online.

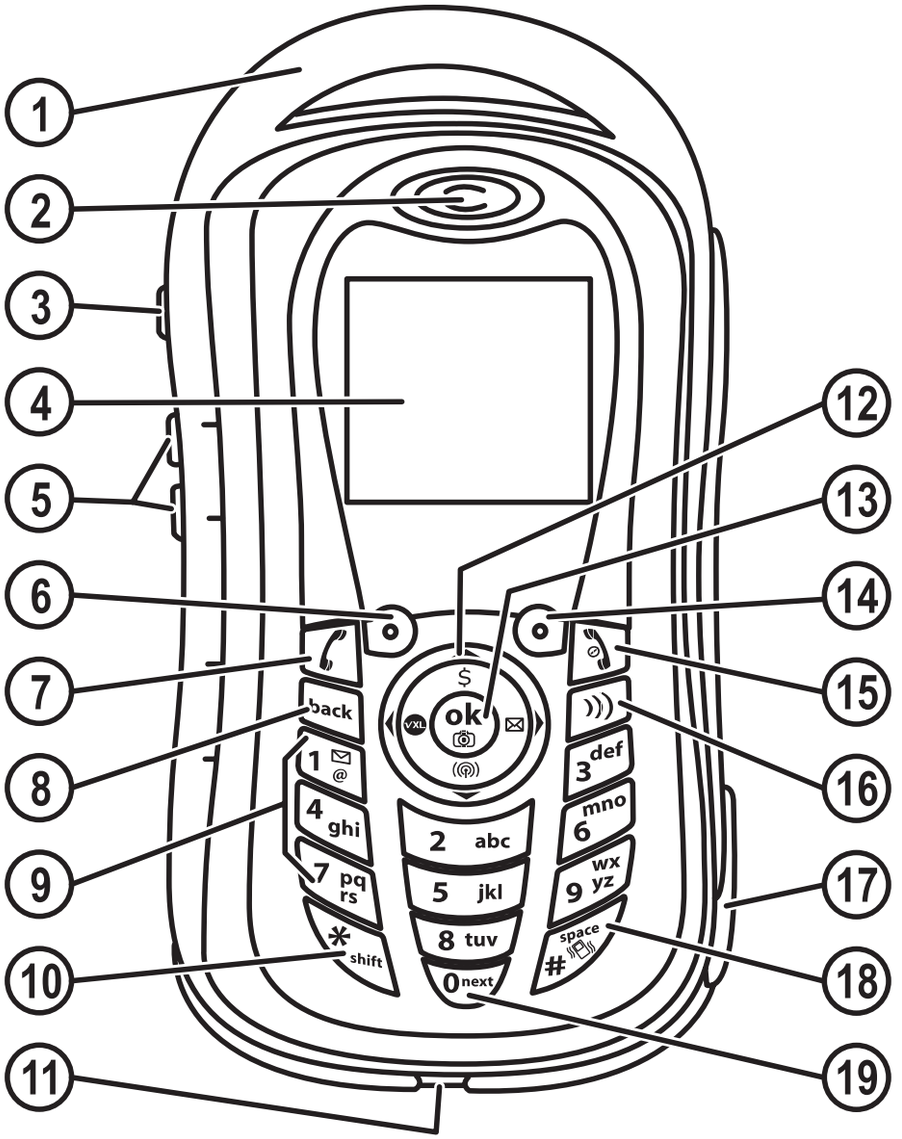
Getting to know your phone

Your phone has two keypads—the number keypad and QWERTY keypad.

Number keypad

When the flip is closed, use the number keypad to enter numbers, letters and symbols.

1. **Antenna**.
2. **External earpiece**.
3. **External camera key** activates Picture mode.
4. **External screen**.
5. **Volume keys** to raise or lower speaker volume.
6. **Left softkey** accesses menus and functions.
7. **Send/Talk key** starts or answers a call. Press once to activate voice dialing, twice to display the Recent calls list, and three times to redial the last number dialed.
8. **Back key** erases characters in text entry and returns you to the previous screen.
9. **Number keys** for entering numbers, letters, or symbols.
10. *** Shift key** changes the text case in text entry mode.
11. **Jack** for **AC adapter** (included).



⑫ **Navigation key** scrolls through lists and text entry fields and accesses shortcuts from the main screen.

⑬ **OK key** selects a menu item or option.

⑭ **Right softkey** accesses the Contacts directory and other menu options.

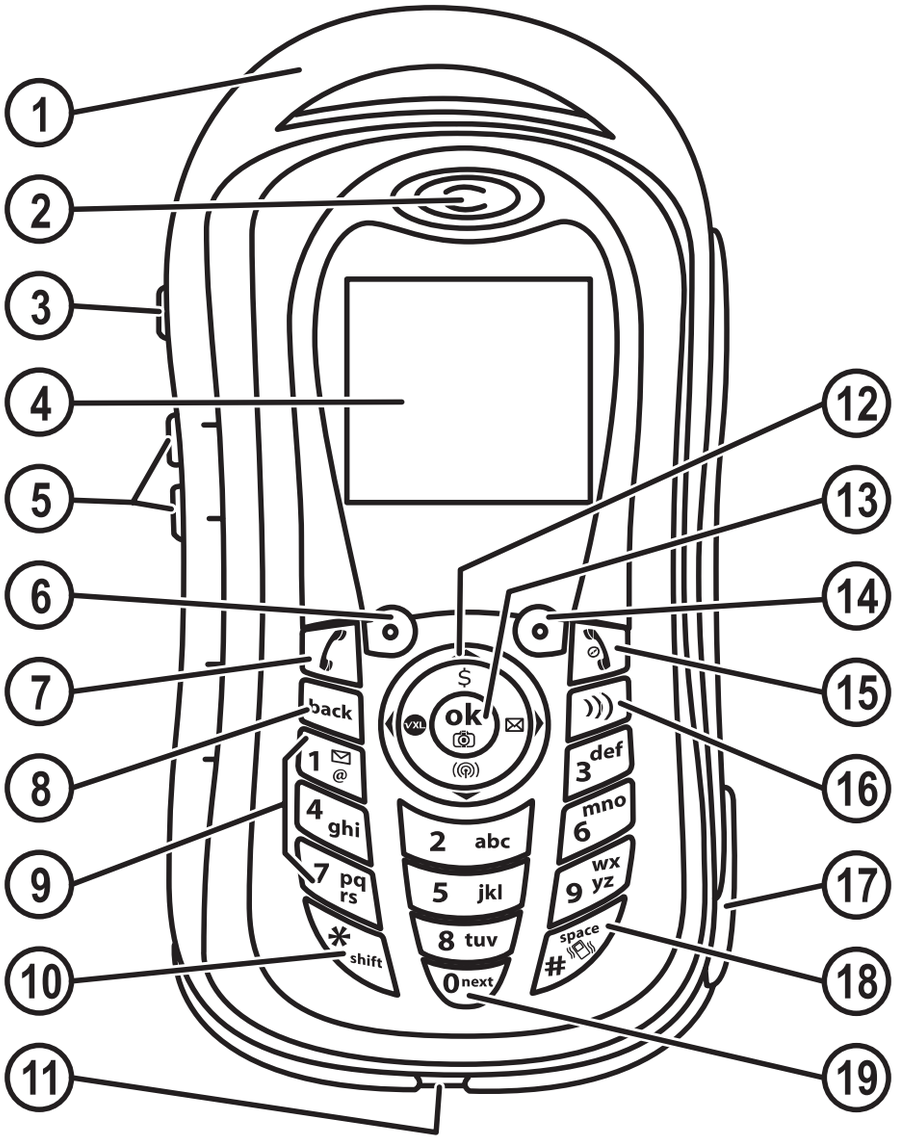
⑮ **End/Power key** turns the phone on or off, ends a call or browser session, and returns you to the main screen.

⑯ **Speakerphone key** activates or deactivates the speakerphone and answers incoming calls

⑰ **Jack** for hands-free headset (sold separately).

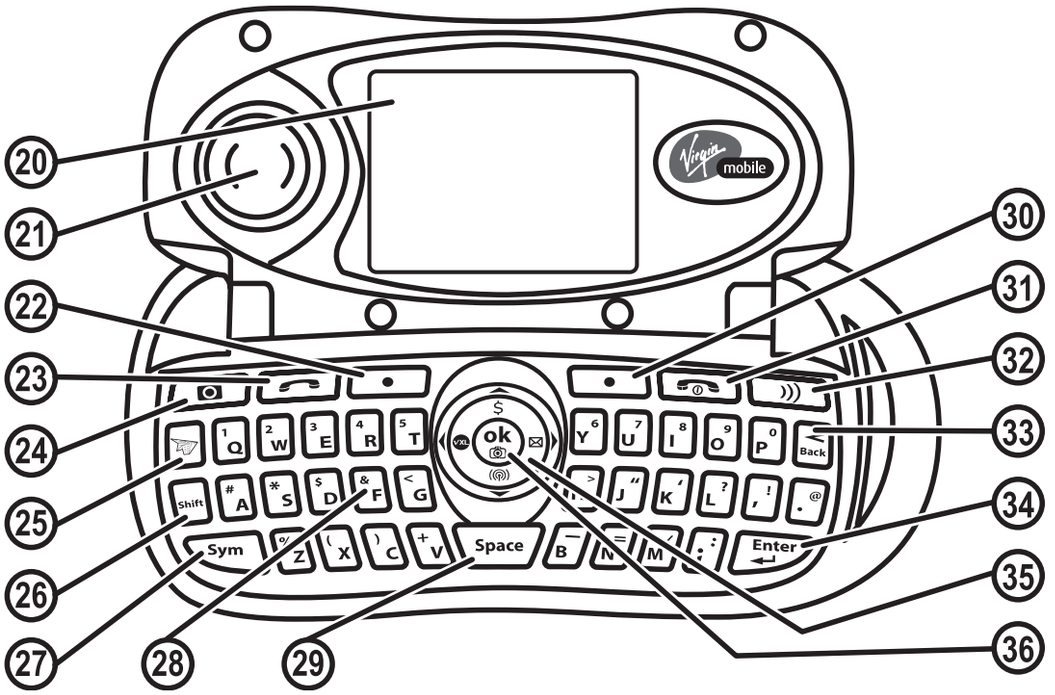
⑱ **# Space key** enters a space during text entry. Press and hold to enter Silent mode.

⑲ **0 Next key** cycles through word choices during text entry in eZi mode.



QWERTY Keypad

When the flip is open, use the QWERTY keypad to enter numbers, letters and symbols.



20 **Internal screen**.

21 **Internal speaker**.

22 **Left softkey** accesses menus and functions.

23 **Send/Talk key** starts or answers a call. Press once to activate voice dialing, twice to display the Recent calls list, and three times to redial the last number dialed.

24 **Internal camera key** activates Picture mode.

25 **Custom Menu key** accesses a custom menu. See "Creating a custom menu" on page 50 for details.

26 **Shift key** changes the text case.

27 **Symbol key** to type symbol characters.

28 **QWERTY keys** for entering numbers, letters, or symbols.

29 **Space key** to enter a space.

30 **Right softkey** accesses the Contacts directory and other menu options.

31 **End/Power key** turns the phone on or off, ends a call or browser session, and returns you to the main screen.

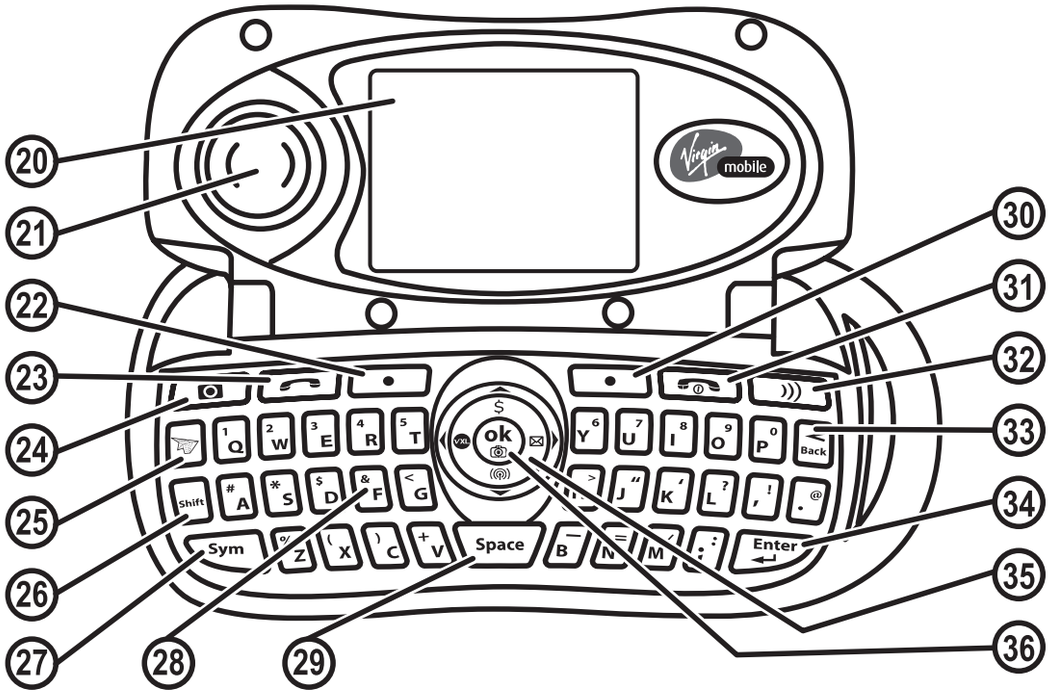
32 **Speakerphone key** activates or deactivates the speakerphone and answers incoming calls.

33 **Back key** returns to the previous screen and erases characters in text entry.

34 **Enter key** for hard returns.

35 **Navigation key** scrolls through lists and text entry fields and accesses shortcuts from the main screen.

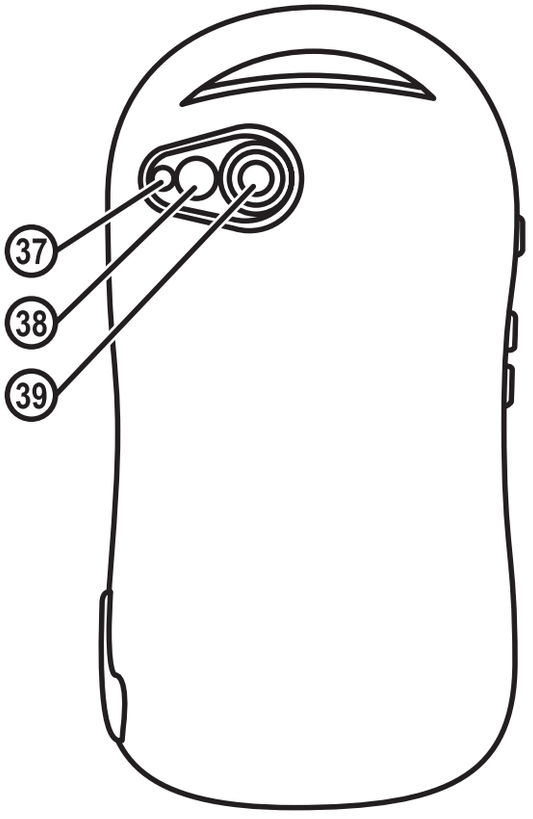
36 **OK key** selects a menu item or option.



37 **Camera flash**.

38 **Mirror** for a self-portrait.

39 **Camera lens**.



Understanding screen icons

These icons may appear on your phone's screen.

The phone is operating in IS95 digital mode.

The phone is receiving a signal. You can make and receive calls. Fewer bars indicate a weaker signal.

A call is in progress.

The phone is not receiving a signal. You cannot make or receive calls.

You have a text, voice, or multimedia message.

The phone is in picture mode.

Camera flash mode is ready.

Camera timer mode is ready.

Camera zoom mode is ready.

The battery is fully charged. The more black bars, the greater the charge.

The alarm clock is set.

The phone is in privacy mode or is accessing a secure Web site.

High-speed data service is available and active on your phone.

(blinking) The phone is sending high-speed data.

(blinking) The phone is receiving high-speed data.

High-speed data service is available, but the phone is dormant.

The phone is at the main screen.

To access **Menu**, press the left softkey .

The phone is at the main screen.

To access **Contacts**, press the right softkey .

The phone is set to light up instead of ring.

The phone is set to vibrate or to vibrate and then ring.

Position location is sent to Virgin Mobile and to emergency services.

Position location is set to emergency services only.

Navigation key shortcuts

From the main screen, press and hold to access the following shortcuts:

Up: Access My Account
Down: Access Recent calls lists
Left: Launch VirginXL
Right: Access text messaging

Performing basic functions

Note: The phone must be powered ON to perform the following functions.

Flip closed

To...	From the external screen...
Turn the phone on	Press and wait until the phone beeps.
Turn the phone off	Press and hold until the phone beeps.
Make a call	Enter the number and press .
End a call	Press .
Answer a call	Press .
Adjust volume during a call	Press side volume keys up or down.
Acknowledge an alert	Press when you see **OK**.
Access menus	Press the left softkey once.
Scroll menus	Press up and down.
Select menus	Highlight a menu or option and press once.
Access Recent calls list	Press down.
Activate Picture mode	Press and hold the external camera key.
Take a picture	Activate Picture mode and either press the external camera key; press ; or press the left softkey to select **Capture**.
Access voicemail	Press and hold . Follow the system prompts.
Verify your phone number	Select **Menu** → **Settings** → **Phone Info** → **Build Info**.
Silence the ringtone on an incoming call	Press then to answer.
Activate voice dialing	Press and hold to initiate voice dialing. Contact must have voice tag assigned (see page 58).

Flip open

To...	From the internal screen...
Turn the phone on	Press and wait until the phone beeps.
Turn the phone off	Press and hold until the phone beeps.
Make a call	Enter the number and press .
End a call	Press .
Answer a call	Press .
Adjust volume during a call	Press side volume keys up or down.
Acknowledge an alert	Press when you see **OK**.
Access menus	Press the left softkey once.
Scroll menus	Press up and down.
Select menus	Highlight a menu or option and press once.
Access Recent calls list	Press down.
Activate Picture mode	Press and hold the internal camera key .
Take a picture	Activate Picture mode and either press the internal camera key ; press ; or press the left softkey to select **Capture.**
Access voicemail	Press and hold . Follow the system prompts.
Verify your phone number	Select **Menu** → **Settings** → **Phone Info** → **Build Info**.
Silence the ringtone on an incoming call	Press then to answer.
Activate voice dialing	Press and hold to initiate voice dialing. Contact must have voice tag assigned (see page 58).

Using menus

The contents of the main menu are as follows:

Pictures
Take a picture
My pictures
Send picture msg
Information

My Account
Allows you to view your balance and Top-Up your account.

Messaging
Send text msg
Send picture msg
Send AIM
Inbox
Voicemail
Virgin Alerts
Outbox
Saved
Drafts
Erase msgs
Msg settings

AIM
Launches the AOL® Instant Messenger™.

VirginXL
Launches VirginXL and provides access to exclusive content.

My stuff
My ringtones
My games
My other stuff
My graphics
My sounds

Contacts
View all
Add new
Find name
Groups
Speed dial list
Voice dial list
Information

Recent calls
All calls
Incoming calls
Outgoing calls
Missed calls
Erase call lists
All calls timer

Tools
Voice memo
Scheduler
Alarm clock
Tip calculator
Calculator
Timer
Stopwatch
Flashlight

Settings
Keyguard
Sounds
Display
Convenience
Call options
Messaging
Camera
Security
Network
Accessories
Phone info

Accessing menu items

- From the main screen, press the left softkey to select **Menu**.
- Press the right softkey to select **Contacts**.
- Press left, right, up, or down to see menus and options.
- Press OK to select a menu item.
- Press Back to back up a menu level.
- Press to return to the main screen.

In this guide, an arrow → tells you to select an option from a menu.

For example, **Menu** → **Settings** means select **Menu**, then select the **Settings** option.

Note: To change the way the menus appear, see "Choosing a menu style" on page 54 for details.

Caring for the battery

Recharging the battery

You can safely recharge the battery at any time, even if it has a partial charge.

Note: Before removing the battery, make sure the phone is powered off.

General safety guidelines

- Do not take apart, puncture, or short-circuit the battery.
- If you have not used the battery for more than a month, recharge it before using your phone.
- Avoid exposing the battery to extreme temperatures, direct sunlight, or high humidity.
- Never dispose of any battery in or near a fire. It could explode.

Common causes of battery drain

- Playing games or using the Web.
- Keeping backlighting on.
- Operating in digital mode when far away from a base station or cell site.
- Using data cables or accessories.
- Operating when service is unavailable, or service is available intermittently.
- High earpiece and ringtone volume settings.
- Repeating sound, vibration, or light alerts.

Purchasing accessories

To purchase accessories for your new phone, such as a hands-free headset, carrying case, or car power adapter, please visit **www.virginmobileusa.com**.

2 MY ACCOUNT

You can manage your Virgin Mobile account directly from your phone. The basic tasks are summarized in this chapter. For more information about your account, go to **www.virginmobileusa.com**.

Checking your account balance

You can check your Virgin Mobile account status in one of two ways (additional charges may apply):

- From the main screen, press up.

  - or -

  Select **Menu** → **My Account**.

  – Your current account information is sent to your phone and appear on your screen.

  – When your account is low or empty, you receive a notification to Top-Up.

Top-Up your account

Top-Up is how you increase your Virgin Mobile account balance. You can Top-Up your Virgin Mobile account right from your phone. First, buy a Top-Up card at the thousands of retailers that carry them, or register your debit card, credit card, or Paypal account at **www.virginbmobileusa.com**.

When your balance is low, you can Top-Up your account from your phone as follows:

1. Select **Menu** → **My Account**.
2. Use the navigation key to scroll down to the **Top-Up** link and press ok.
3. Scroll down and select either **Top-Up Card**, **Credit Card**, or **Pay-Pal**.

Top-Up with a Top-Up card

1. Enter your **vKey** and press ok.
2. Scroll down to select **Login** and press ok.
3. Enter your Top-Up card's PIN number and press ok.
4. Scroll down to select **Top-Up Now** and press ok.
5. At the confirmation screen, select **Yes** by pressing ok.
6. At the Approved screen, press ok.
7. Press to exit. You're topped up!

Top Up with a Debit Card, Credit Card, or Pay Pal account

Before you can Top Up from your phone with a debit card, credit card, or Paypal account, you need to register the credit/debit card or Paypal account at **www.virginmobileusa.com** or by calling Virgin Mobile At Your Service at 1-888-322-1122.

1. Enter your **vKey** and press ok.
2. Scroll down to select **Login** and press ok.
3. Enter the amount you want to Top-Up and press ok. You can Top-Up in amounts of $20, $30, $50, or $90.
4. Scroll down to select Top-Up Now and press ok.
5. Your phone validates the amount you want to Top-Up. Scroll down to select **Yes** and press ok.
6. That's it. Your phone announces that You're Topped-Up! Press ok.
7. Press to exit to exit.

To find a store near you that sells Top-Up cards, select **Find a Store** from the Top-Up menu.

Note: You can also Top-Up over the Web at **www.virginmobileusa.com**.

For more information

To learn more about your Virgin Mobile account and Virgin Mobile's service options, visit **www.virginmobileusa.com**.

Phone calls

Making a call

Make sure you are in an area where a signal can be received. Look for the symbol on the main screen. The more bars you see in this symbol, the stronger the signal. If there are no bars, move to where the signal strength is better. When the phone has been idle for a time, it changes to power save mode. When you see your phone's screen dim, press any key to return to normal operating mode.

The following instructions apply to either the number keypad (flip closed) or the QWERTY keypad (flip open), unless otherwise stated.

Entering a number

1. On a keypad, enter the phone number and press .
2. Press to end the call.

Using voice dialing

Voice dialing requires that a contact be saved with a voice tag. See page 58.

1. Press and hold to initiate voice dialing.
2. Say the name of the contact when prompted. The phone places the call.
3. Press to end the call.

Answering a call

When a call comes in, the phone rings, vibrates, or lights up, and an animated icon appears. The phone number of the caller also appears if it is not restricted. If the number is stored in your Contacts directory, the contact name appears.

- Press to answer the incoming call.

  - or -

- Press to answer the incoming call and turn on the speakerphone.

Adjusting the volume during a call

- To adjust the earpiece volume during a call, press side volume keys up or down.

Silencing an incoming call

- Press or the left softkey to select **Silence**.

  Note: In the absence of voicemail, this feature drops the call.

  - or -

- Press then press to answer the call.

This action silences the current call only. The next call rings as normal.

Redialing a number

- To redial a recent call, press twice to open your Recent calls list. Highlight a phone number or name and press .

  Tip: To redial the last number called, received, or missed, press three times.

Calling a saved number

If you have already saved a phone number, you can use the Contacts list to find it quickly.

1. From the main screen, press the right softkey to select **Contacts**.
2. Scroll down the list to find the contact you want to call.
3. Highlight the name and press to dial the number.

Using the speakerphone

Your Switch_Back phone has a built-in speakerphone.

- To turn on the speakerphone, press . If you press during an incoming call alert, you answer the call.

  The icon at the top of the phone screen indicates that the speakerphone is on.
- To turn off the speakerphone, press .

Setting the phone to hold calls

The Hold Call feature allows you to place incoming calls on hold until you are ready to answer them.

1. Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Enabled**.
   - If you have not recorded a hold message, you are prompted to record one, such as "Please hold. I'll answer in a minute."
2. Record the message twice, as prompted.
3. Select **Save** or **Options** (**Play**, **Re-Record**, **or Exit**).

The next time a call comes in, you have the option of placing it on hold.

Placing a call on hold

You can place a call on hold once you have enabled this feature.

Note: If you are already on a call and you receive another call, you cannot place the incoming call on hold. It goes to voicemail.

1. When a call comes in, press the right softkey to select **Options** → **Hold call**. The caller is placed on hold and hears your recorded hold message.
2. To speak to the caller, select **Answer**.

   - or -

   To hang up without speaking to the caller, select **End Call**.

Changing the hold message

1. Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Re-Record msg** and follow the prompts.
2. Record the message twice.
3. Select **Save** or **Options** (**Play**, **Re-Record**, **or Exit**).

Recent calls

Dealing with missed calls

When you have missed a call, "Missed Call" appears on your screen unless the caller leaves a voicemail.

- To clear the screen, press the left softkey to select **OK**.
- To view details of the call, press the right softkey to select **Calls** then press OK.
- To return the call, press the right softkey to select **Calls** then press SEND.

Setting missed call alerts

You can set an alert to beep every five minutes after you have missed a call.

1. Select **Menu** → **Settings** → **Sounds** → **Alerts** → **Missed call alert**.
2. Select an option and press OK.

Viewing recent call details

Details on the last 60 calls you made, received, or missed are stored in the Recent calls list and are identified by the following icons:

Outgoing call Incoming call

Missed call (flashing)

Viewing recent calls

1. Select **Menu** → **Recent calls**.
2. Select either **All calls**, **Incoming calls**, **Outgoing calls**, or **Missed calls**.
3. Select a recent call item and press the right softkey to select **Options**:
   - **View** shows the entry in the Contacts list.
   - **Save** adds the phone number to the Contacts list.
   - **Send text msg** sends a text message to the contact.
   - **Send picture msg** sends a picture message to the contact.
   - **Erase record** erases the selected call record.

Note: If the phone number is classified as "secret," you must enter your four-digit lock code to view or edit it. For information on the lock code, see "Changing your lock code" on page 56. To classify a phone number as secret, see "Creating a new contact" on page 26.

Calling recent calls

1. Press down.
2. Highlight the number you want to call and press .

   - or -

1. Select **Menu** → **Recent calls** → **Outgoing calls**.
2. Highlight the number you want to call and press .

Erasing recent calls

1. Select **Menu** → **Recent calls** → **Erase call lists**.
2. Select either **All calls, Incoming calls**, **Outgoing calls**, or **Missed calls**.
3. Press the left softkey to select **Yes**.

Speed dialing

Before you can use speed dialing, you must save a phone number as a contact and assign a speed dial location to it.

- To add a speed dial location to a saved or new contact, see "Customizing a phone number" on page 28.

To call a contact that has a speed dial location:

- From the main screen, enter the one- or two-digit speed dialing location and press .

1-Touch dialing

1-Touch dialing is the fastest way to speed dial a contact that has a speed dial location.

Note: You must (1) enable 1-Touch dialing on your phone and (2) have a speed dial location assigned to a contact. See "1-Touch dialing" on this page.

Enabling 1-Touch dialing

- Select **Menu** → **Settings** → **Convenience** → **1-Touch dialing** → **Enabled**.

Using 1-Touch dialing

To call a contact that has a speed dial location:

- From the main screen, press and hold the speed dialing number. If it is a two-digit number, press the first digit briefly, then press and hold the second digit. For example, if the speed dialing location is 15, press briefly, then press and hold 5 jkl.

Voicemail

Setting up voicemail

Before your phone can receive voicemail messages, you must set up a 4-10 digit passcode and record a personal voicemail greeting. When you have set up your voicemail, all unanswered calls to your phone are automatically transferred to voicemail, even if your phone is in use or turned off.

1. From the main screen, press and hold 1 to dial into your voicemail.
2. Follow the system prompts to record a greeting and complete the system setup.

Note: If you are having trouble accessing your voicemail, contact Virgin Mobile.

Checking voicemail messages

When a voice message is received, your screen displays "New Messages" along with the ✉ symbol at the top of your screen. Standard airtime charges apply.

If you see "New Messages"

1. Press the right softkey • to select **Call**, which initiates a call to your voicemail number.
2. Follow the prompts to retrieve the message.

To clear the screen without checking messages:

- Press the left softkey • to select **Ignore**.

If you see only the ✉ symbol

1. Press and hold 1 to initiate a call to your voicemail number.
2. Follow the prompts to retrieve the message.

- You can set the phone to beep or vibrate every five minutes to remind you that you have voicemail. See "Setting sound alerts" on page 53.

Emergency services

Note: Regardless of your 3-digit emergency code (911, 111, 999, 000, etc.), your phone operates as described below.

- Dial your 3-digit emergency code and press ☎.

You can call the code even if your phone is locked or your account is restricted. When you call, your phone enters **Emergency mode**. This enables the emergency service exclusive access to your phone to call you back, if necessary. To make or receive regular calls after dialing the code, you must exit this mode.

Exiting Emergency mode

When you have completed the emergency call:

1. Press ok to select **Exit**.
2. Press ok again to confirm your choice.

Note: To determine who has access to your location, see "Setting position location" on page 57.

Tracking calls

You can track the number and duration of calls made and received on your phone.

- Select **Menu** → **Recent calls**→ **All calls timer**.

This timer cannot be reset.

Timing your calls

You can set your phone to beep 10 seconds before each minute passes when you are on a call.

- Select **Menu** → **Settings** → **Sounds** → **Minute alert** → **Enabled**.

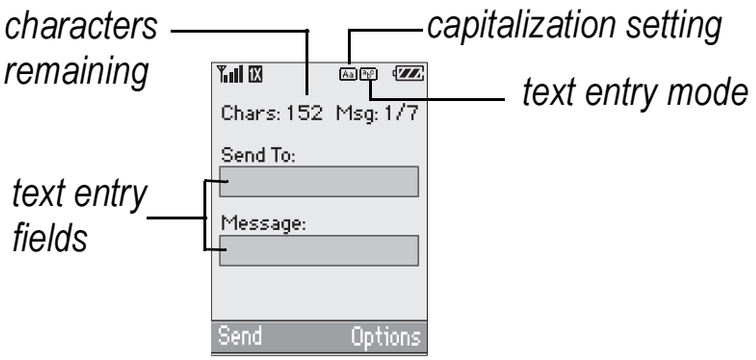
4 ENTERING TEXT

You can enter letters, numbers, and symbols in contacts, text messages, and your banner with either the QWERTY keypad (flip open) or the number keypad (flip closed). Read the appropriate section for details.

QWERTY keypad

Understanding screen

When the flip is open, enter text with the QWERTY keypad. The current entry mode (and capitalization setting, when applicable) are indicated by icons.



Note: Rapid Entry mode is not available with the QWERTY keypad.

Text entry modes

There are five text entry modes:

A>a	Case change	&?!	Add Symbol
abc	Normal alpha		Add Smiley
12@	Numbers and symbols		

Note: The mode you start in depends on the task you are doing. For example, when entering a phone number, you're in number mode. When entering a name for a contact, you're in normal text mode. See "Changing modes" on page 21.

12@ Entering numbers and symbols

- To enter a number while in 12@ mode, press the appropriate key once.
- To enter a letter while in 12@ mode, press Sym once, then press the appropriate key.
- To change from and to 12@ mode, press Sym twice.

abc Entering text

- To enter text while in abc mode, press the appropriate key once.
- To enter a number and symbols while in abc mode, press Sym once, then press the appropriate key.
- To change from and to abc mode, press the Sym twice.

&?! Entering symbols

While entering text, you can enter many symbols with the keypad. To access extra symbols:

1. From the text entry screen, select **Options**.
2. Select &?! **Add Symbol**.
3. Press the key corresponding to the symbol you want.

Entering smileys

1. From the text entry screen, select **Options**.
2. Select **Add Smiley**.
3. Press down to view the list of smileys.

- Press the key corresponding to the smiley you want.

Changing modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in abc mode, you must change to 12@ mode, enter the numbers, and then change back to abc mode to complete the address.

To change text entry modes:

- Press Sym twice. This switches between abc and 12@ modes.

  - or -

- Select **Options** then select a different mode.

Capitalization settings

You can change capitalization at any time while entering text. Simply press Shift to choose upper or lower case while in abc Normal alpha mode. Press Shift once to change case of only one letter. Press Shift twice to switch between upper, lower or sentence case.

Number keypad

When the flip is closed, enter text with the number keypad. When you enter text with the number keypad, the current entry mode (and capitalization setting, when applicable) are indicated by icons.

Text entry modes

There are six text entry modes:

A>a	Case change	eZi	Rapid Entry
123	Numbers only	&?!	Add Symbol
abc	Normal alpha		Add Smiley

Note: The mode you start in depends on the task you are doing. For example, when entering a phone number, you're in number mode. When entering a name for a contact, you're in normal text mode. See "Changing modes" on page 23.

123 Entering numbers

- To enter a number while in 123 mode, press a number key once.
- To enter a number while in abc or eZi mode, press and hold a number key until the number appears on the screen.

abc Entering words letter by letter

1. Press a key once for the first letter, twice for the second letter, and so on.
2. Wait for the cursor to move right and enter the next letter.

Note: To enter a space, press #.

eZi Entering words quickly

When you press a series of keys using eZi mode, eZi checks its dictionary of common words and guesses at the word you are trying to spell.

1. For each letter of the word you want, press the key once. For example, to enter the word "any" press 2 abc → 5 jkl → 9 wx yz.
2. If the word doesn't match what you want, press 0 next to look at other word matches.
3. When you see the word you want, press #.

&?! Entering symbols

While entering text, you can enter symbols by pressing 1 @ until you see the symbol you want.

Using this method, you have access to the following symbols:

. @ ? ! - , & : ' 1

To access the full set of symbols:

1. From the text entry screen, select **Options**.
2. Select &?! **Add Symbol**.
3. Press down to view the list of symbols.
4. Press the number key corresponding to the symbol you want.

Entering smileys

1. From the text entry screen, select **Options**.
2. Select **Add Smiley**.
3. Press down to view the list of smileys.
4. Press the number key corresponding to the smiley you want.

Switching default text entry modes

You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the "To" screen.

1. Select **Menu** → **Messaging** → **Msg settings** → **Text entry**.
2. Select **Normal alpha** or **Rapid mode**.

Changing modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in abc mode, you must change to 123 mode, enter the numbers, and then change back to abc mode to complete the address.

To change text entry modes:

- Press and hold * shift until the icon for the mode you want appears.

  - or -

- Select **Options** then select a different mode.

Capitalization settings

You can change capitalization at any time while entering text. Simply press * shift to choose upper or lower case while in abc Normal alpha mode.

Quick reference to text entry

This table gives general instructions for entering letters, numbers, and symbols.

For QWERTY keypad

To...	Do this...
Enter a letter	Use abc mode and press a key, see page 20.
Enter a number	Use 12@ mode and press a key. For more options, see page 20.
Enter a symbol	Use 12@ mode and press a key. For more options, see page 20.
Enter a smiley	Use mode and press a key once to enter its number. For more options, see page 21.
Enter a space	Press Space.
Erase a character	Press Back.
Erase all characters	Press and hold Back.
Move the cursor right or left	Press right or left.
Move the cursor up or down	Press up or down.
Change text entry modes	Press Sym twice.
Capitalize any letter	In abc mode, press Shift. Choose A.
Lowercase any letter	In abc mode, press Shift. Choose a.
Select soft options on the screen	Press the right softkey or left softkey.
Highlight an option at the bottom of the screen	Press right or left.

For number keypad

To...	Do this...
Enter a letter	Use abc mode and press a key until you see the letter you want. For more information, see page 21.
Enter a number	Use 123 mode and press a key once to enter its number. For more options, see page 21.
Enter a symbol	Press 1 until you find the symbol you want. See page 22.
Enter a smiley	Use mode and press a key once to enter its number. For more options, see page 22.
Enter a space	Press #.
Erase a character	Press back.
Erase all characters	Press and hold back.
Move the cursor right or left	Press right or left.
Move the cursor up or down	Press up or down.
Change text entry modes	Press and hold *.
Capitalize any letter	In abc mode, press *. Choose A.
Lowercase any letter	In abc mode, press *. Choose a.
Select soft options on the screen	Press the right softkey or left softkey.
Highlight an option at the bottom of the screen	Press right or left.

5 STORING CONTACTS

Use your phone's Contacts directory to store information about a person or company. Each contact entry can have up to six phone numbers, two email addresses, two Web addresses, two street addresses, and a space for notes.

Creating a new contact

1. From the main screen, enter the phone number you want to save, including the area code.
2. Press the left softkey to select **Save**.
3. Press OK to select **Save new contact**.
4. Enter a name for the contact.
   - If you need to learn how to enter letters, see "QWERTY keypad" on page 20.
   - To add a symbol or smiley to the contact name, or to change the text entry mode, press the right softkey to select **Options**.
5. Either save now or add more contact information.
   - To save now, press the left softkey to select **Save**.
   - To enter additional phone numbers, email and Web addresses, or notes, press down repeatedly. For help switching between numbers and letters for email or Web addresses, see "Changing modes" on page 21.

Adding a code or extension

When you save the phone number of an automated service, you may include a pause to stop dialing, for example, where you would wait to dial an extension.

1. From the main screen, enter the first portion of the phone number.
2. Press the right softkey to select **Options**.
3. Select a type of pause:
   - **Time pause**
   - **Hard pause**
4. Enter the remaining numbers.
5. Press the left softkey to select **Save**.

Customizing your contacts

You can customize each contact in your Contacts directory by assigning ringtones, pictures, and number types, or by classifying your contacts as Personal or Business.

Assigning ringtones

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press OK.
3. Highlight the contact name and press the right softkey to select **Options**.
4. Select **Ringer** → **Assign ringer**.

5. Scroll down the list to hear the different ringtones and press OK to select one.

Assigning pictures

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press OK.
3. Highlight the contact name and press the right softkey to select **Options**.
4. Select **Picture** → **Assign picture** → **My pictures**.
   – To take a new picture, select **Picture** → **Assign picture** → **Take picture now.**
5. Scroll through the list to view your pictures and press the left softkey to assign it to your contact.

Assigning number types

When you assign a number type, an icon is placed in front of a contact number to specify the type of number, such as work, home, or mobile.

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press OK.
3. Highlight a contact number and press the left softkey to select **Edit**.
4. Press down once and press the right softkey to select **Options**.
5. Highlight an option to designate the number as **General**, **Work**, **Home**, **Mobile**, **Pager**, or **Fax** and press OK.

The associated icon appears next to the number in your Contacts directory and Recent calls list.

	general		email address
	work		street address
	home		Web page URL
	mobile		note
	pager		
	fax		

Editing a contact

1. Press the right softkey to select **Contacts**.
2. Highlight a contact and press OK.
3. Highlight the contact name or number and press the left softkey to select **Edit**.
4. Enter your changes and press the left softkey to select **Save**.

Erasing a contact

1. Press the right softkey to select **Contacts**.
2. Highlight the contact to erase and press OK.
3. Press the right softkey to select **Options**.
4. Highlight **Erase contact** and press OK.
5. Press the left softkey to confirm.

Customizing a phone number

1. Press the right softkey to select **Contacts**.
2. Highlight the contact to edit and press ok.
3. Press down to highlight a number.
4. Press the right softkey to select **Options**.
5. Highlight an option and press ok:
   - **Call** to call the contact.
   - **Send text msg** brings you to the text messaging screen.
   - **Send picture msg** brings you to the picture messaging screen.
   - **Add speed dial** assigns or removes the speed dial location.
   - **View number** to see the selected phone number.
   - **Erase number** erases the number from the contact.
   - **Secret** makes the number secret so that it does not appear on the screen until the lock code is entered. Secret numbers can be called without a lock code. (For more information, see "Erasing all contacts" on page 57.)
   - **Primary number** makes this number the first one that shows up when you open the contact.
   - **Add to Group...** adds the number to a group. For more information, see page 58.
   - **Add voice dial** to record a voice tag so you can call a contact using voice recognition (VR). For more information, see page 58.
   - **Erase voice dial** erases the voice tag associated with the number.
   - **Edit voice dial** records a new voice tag.
6. Enter the new information and follow the prompts.
7. Select **Save**, if necessary.

Using groups

You can create and save a list of multiple recipients. Your Switch_Back phone stores five group lists with up to 10 recipients per list.

Creating Groups

1. Select **Menu** → **Contacts** → **Groups** → **New**.
2. Enter a name for the group. For help entering text, see page 20.
3. Press the left softkey to select **Next**.
4. Highlight a contact and press the left softkey to select **Add** to check the box. Repeat for each contact you wish to add.
5. Press the right softkey to select **Done**.

Customizing a group

1. Select **Menu** → **Contacts** → **Groups**.
2. Highlight the group to message and press the right softkey to select **Options**.
3. Highlight an option and press ok:
   - **View** to see the contact in the group.

- **Edit** to change the name of the group and to add and remove contacts.
- **Erase** erases the group.
- **Send text msg** brings you to the text messaging screen.
- **Send picture msg** brings you to the picture messaging screen.

4. Enter the new information and follow the prompts.
5. Select **Save**, if necessary.

Finding contact information

To find a phone number or contact, you can (1) check the Frequent list, (2) search the Contacts directory, or (3) use Fast Find.

Checking the Frequent list

From the main screen, select **Contacts**. The last 15 of your most frequently called contacts appear when the Frequent list is enabled. Scroll past the double line to view the All Contacts list.

To enable the Frequent list setting

- Select **Menu** → **Settings** → **Convenience** → **Frequent list** → **Enabled**.

Searching the Contacts directory

1. Select **Contacts** for a list of all contacts. To quickly go through the list, enter the first letter of the contact. The menu skips to that letter of the alphabet.

   - or -

   Select **Menu** → **Contacts**.

2. Select a search method:
   - **View all** lists all saved contacts.
   - **Find name** locates a specific name. Enter part of the contact name then select **Find**.
   - **Speed dial list** or **Voice dial list** selects a contact from the specified list.
3. Highlight a contact and press ok.
   - To call the contact, highlight the number and press .

Setting Fast find

With Fast find, you press one or two number keys to view close matches of the number you are looking for.

To enable the Fast find setting

- Select **Menu** → **Settings** → **Convenience** → **Fast find** → **Enabled**.

Using Fast find

1. From the main screen, press the number keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
2. Press down to scroll through matching entries.
3. Highlight the name you want then press to call the number.

6 TEXT MESSAGING

This chapter describes how to send, receive, and erase text messages from your phone. For information on voicemail messages, see "Voicemail" on page 17.

Important: The features and menus described in this chapter may vary depending on services available in your area. Check with Virgin Mobile for details and pricing.

Sending text messages

You can send text messages to phones that are capable of receiving them or to email addresses Charges apply. See **www.virginmobileusa.com** for pricing.

Creating a text message

1. Select **Menu** → **Messaging** → **Send text msg**.
   – Press right for a shortcut to the text message screen.
2. Enter a recipient's phone number or email address:
   – Select **Options** to access your **Recent list, Contacts**, or **Groups** and press OK. Select a contact and press OK.
   Highlight the number field and press OK. For more about group lists, see "Creating and editing prewritten messages (auto text)" on page 35.
   - or -
   – Enter a new address manually.
   (To learn how to enter text, see Chapter 4, "QWERTY keypad" .)
3. To add multiple recipients:
   – Press the right softkey to select **Options** then select **Recent list**, **Contacts**, or **Groups**.
   - or -
   – Enter a space or comma after the first number then enter another recipient.

   Note: You can send a message to a maximum of 10 recipients. The messages are sent one at a time, once to each recipient. Standard text messaging charges apply for each recipient.
4. When you are done entering addresses, press OK twice.
5. Enter the message. To learn how to enter text, see "QWERTY keypad" on page 20.

   - or -

   Add auto text, symbols, or emoticons in your message. See "Including prewritten text and symbols" for information.
6. Press left softkey to select **Send**. See "Setting sending options" for information about how and when you want the message to be received.

Including prewritten text and symbols

During text entry, you can insert auto text, symbols, or emoticons in your message.

1. From the text entry screen, select **Options**.
2. Select an option and press ok:
   - **Insert auto text** to scroll through the list of options and press ok to select one.
   - **Add Symbol** to scroll through the list and press the corresponding number key or letter key to select it.
   - **Add Smiley** to scroll through the list and press the corresponding number or letter key to select it.
3. When you have finished your message, select **Send**. See "Setting sending options" for information about how and when you want the message to be received.

Setting sending options

When you are ready to send a message, you have several options for how and when you want the message to be received.

1. Once you have completed the message, select **Options**:
   - **Add address** returns to the "Send To" screen to add another recipient without losing the message. Select **Options** to access your **Recent list**, **Contacts**, or **Groups** and press ok. Select a contact and press ok. Highlight the number field and press ok.
   - **Save message** saves the message in your **Drafts** folder. This prevents the message from being deleted if you have activated Auto-Erase and enables you to send the message to others.
   - **Save as auto text** saves the message you have just entered as a prewritten message then returns to the message entry screen so you can send the message.
   - **Settings** allows you to choose from the following after pressing ok:
     - **Callback number** includes a callback number with the message to let recipients know at what number they can call you back. Select **OK** to include your own number or enter a different callback number then select **OK**.
2. When you have finished setting options, press Back to return to the message window.
3. Press the left softkey • to select **Send**.

Adding a signature

The signature you create is included at the end of all outgoing messages and is counted as characters in your messages; however, it does not appear in the message creation screen.

To create a signature:

1. Select **Menu** → **Settings** → **Messaging** → **Signature**.
2. Enter your signature in the text field.
3. Select **OK** to save the setting.

Note: The characters in the signature are included in the total character count of the message. See "Creating a text message" on page 30.

If you cannot send messages

You may not be able to send or receive messages if your phone's memory is nearly full, or if digital service is not available at the time. To free up memory, erase old messages. See "Erasing messages" on page 34.

Receiving incoming calls while creating messages

- If you don't wish to answer the call, press the right softkey to select **Ignore**. The phone returns to the message screen.
- To answer the call, press . Your message is saved to the Drafts folder. To return to the message, select **Menu** → **Messaging** → **Drafts**. Choose a message and select **Resume**.

Viewing your sent messages

To save your outgoing messages, you must first enable this feature.

To enable the Save to outbox setting

1. Select **Menu** → **Messaging** → **Msg settings** → **Save to outbox**.
2. Select an option and press .
   - **Enabled** automatically saves all successfully sent messages in the Sent folder.
   - **Prompt** allows you to choose whether or not to save your message when you send it.

To view successfully sent messages:

1. Select **Menu** → **Messaging** → **Outbox**.
2. Press up or down through the list of messages. One of the following symbols appears next to each message:

	The scheduled message will be sent at the scheduled time. You cannot cancel delivery of the message.
	The scheduled message was sent and delivered as scheduled. You cannot cancel delivery of the message.
	The message has been sent to more than one recipient.
	The message was never sent or not sent since it was last modified. You can cancel delivery of the message.

Viewing failed or pending messages

Failed or pending messages are stored in your Outbox.

To view your Outbox:

1. Select **Menu** → **Messaging** → **Outbox**. A list of all failed or pending messages appears.
2. Scroll through the list of messages and press OK to read one.

	The message is pending and will be sent when possible. You can cancel delivery of the message.
	The message cannot be sent because service is not available. An alert appears on your phone if the message cannot be sent.

Receiving text messages

When a text message is received, your screen displays "New Message(s)" with the symbol at the top of your screen. The symbol flashes if the message is urgent.

If you see the "New Messages" note

- To view the message, press the left softkey to select **InBox**, highlight the message, and press the left softkey to select **View**.
- To **Ignore** the message, press the right softkey.

Note: If you receive a new message while you are reading a message, the one you are reading will be replaced by the new one. You can find the older message in the Inbox:

- Select **Menu** → **Messaging** → **Inbox**.

If you see the symbol

1. Select **Menu** → **Messaging** → **Inbox**. A list of all your received messages appears.
2. Scroll through the list of messages and press OK to read one.

Reading the message

The options available to you may vary. Check with Virgin Mobile.

1. If the text message is long, press down to view the entire message.
2. When you are finished, you can **Reply** to the sender, **Erase** the message, **Save** the message to your Saved folder, or set additional **Options** for the message:
   - **Erase** to erase the message.
   - **Lock msg** to protect the message from being accidentally deleted.
   - **Forward** to forward the message.
   - **Reply with copy** to reply to the message with a copy of the original attached.
   - **Save message** to save the message.

– **Save as auto text** to save the text from the message as auto text, which you can insert into other messages. Graphics and sound are not saved as part of auto text. (For more about auto text, see page 35.)

– View **Sender** information.

– **Launch Browser** to access a Web site.

3. Press the left softkey to select **Done**.

While viewing a message, press to view all numbers, Web sites, and links associated with the message.

Note: The ☒ symbol indicates that a graphic did not come through. It may be too large or incorrectly formatted.

Setting message alerts

You can set your phone to alert you of incoming text messages or pages. For more information, see "Setting sound alerts" on page 53.

Erasing messages

It is a good idea to erase old messages to free up memory in your phone.

You have the option of erasing text messages and pages as you send or read them, erasing them one at a time from the list in the Outbox or Inbox, or erasing them all at once.

Erasing single messages

1. Select **Menu** → **Messaging**.
2. Select the type of text message you want to erase and press OK: **Inbox**, **Outbox**, **Saved**, or **Drafts**.
3. Highlight the message to erase and press OK.
   – If you select message form the Drafts folder, press the right softkey to select **Erase**.
4. Press the right softkey to select **Options**.
5. Select **Erase** to erase the message. A notification appears: "Erase this message?"
6. Select **Yes** to erase the message.

Note: You can erase a scheduled message from the **Outbox**, but you cannot cancel delivery of the message.

Erasing all messages

1. Select **Menu** → **Messaging** → **Erase msgs**.
2. Select a folder from which to erase all messages: **Inbox**, **Outbox**, **Saved folder**, **Drafts folder**, or **All messages**. To erase messages from all folders, select **All messages**.
3. A message appears: "Erase all messages?" Select **Yes** to erase messages or **No** to cancel.

Erasing messages automatically

Use this setting to have old messages automatically erased from the Inbox when memory is low.

- Select **Menu** → **Messaging** → **Msg settings** → **Auto-Erase** → **Inbox msgs**. Older messages are erased as new messages are received.

Customizing message settings

To make messaging easier, you can customize settings for sending and receiving messages.

Creating groups

You can create and save a list of multiple recipients. Your Switch_Back phone stores five group lists with up to 10 recipients per list.

1. Select **Menu** → **Settings** → **Messaging** → **Groups** → **Create new**.
2. Enter a name for the list. For help entering text, see page 20.
3. Press the left softkey • to select **Next**.
4. To enter the first phone number or email address, select an option:
   - **Recent list** to select numbers from your Recent List.
   - **New address** to enter the phone number or email address manually.
   - **Contacts list** to select numbers from your phone book.
5. Locate the contact number and press OK.
6. Select **Options** → **Recent list** or **Contacts**.
7. Locate the contact number and press OK.
8. When finished, press the left softkey • to select **Done**.
9. To send a message to your new group, see "Sending text messages" on page 30.

Creating and editing prewritten messages (auto text)

Your phone comes with prewritten (auto text) messages, such as "Please call me," which you can insert into the body of a text message. You can edit these messages and create new ones. Your phone stores up to 40 auto text messages, with up to 100 characters per message.

1. Select **Menu** → **Settings** → **Messaging** → **Auto text**.
2. Press the left softkey • to select **Edit**.

   - or -

   To create a new pre-written message, press the right softkey • to select **New msg**.
3. Enter or edit the text and press the left softkey • to select **Done**. For help entering text, see page 20.

Note: You can also save a message you have written or received as auto text. See "Setting sending options" on page 31 or "Reading the message" on page 33.

Sending multimedia messages

You can send multimedia messages to phones that are capable of receiving them or to email addresses. For details and pricing, check with Virgin Mobile.

Note: Size limits may apply to multimedia message files. Visit **www.virginmobileusa.com** for details.

Creating a multimedia message

1. Select **Menu** → **Messaging** → **Send picture msg**.
2. Enter the recipient's phone number or email address in the **To:** field.
3. To add additional recipients:
   - Enter a space or comma after the first phone number or email address, then enter another recipient manually, or
   - Press the right softkey to select **Options**. Then select **Recent list**, **Contacts** or **Groups**.

   Note: You can send one multimedia message to a maximum of 10 contacts.
4. Press down once to enter a message in the **Subject:** field. Choose a method:
   - Enter the subject text manually, or
   - Press the right softkey to select **Options**.
5. Press down once or select **Next** to enter a brief text message in the **Text:** field.
6. Press down once to enter a picture and press the right softkey to select **Options**:

   Note: You may add only one picture per multimedia message.

   - **Take a picture** to instantly take a new photo and attach it to your message.
   - **My graphics** to access all graphic files in the phone:
     - **My pictures** displays your photos taken in a table/thumbnail view.
     - **VirginXL graphics** displays stored images on the phone.
       - Highlight an image and press the left softkey to choose **Select** to attach it to your message.
7. Press down once to enter sound and press the right softkey to select **Options**:

   Note: You may add only one new or stored sound per multimedia message sent.

- **Record sound** to instantly record a new sound and attach it to your message.
- **My sounds** to display a list of categories that contain saved or downloaded sounds and voice memos.
  - **Saved sounds** displays sound clips saved on the phone.
  - **Voice memos** lists your saved voice memos.
    - Highlight a sound and Press the left softkey to choose **Select** to attach it to your message.

8. Before sending your message, press the right softkey to select additional **Options**:
   - **Preview message** plays your multimedia message prior to sending.
   - **Save message** allows you to save your multimedia message to the Drafts Folder and send it later.
   - **Add address** allows you to add additional addresses to your multimedia message prior to sending it.
   - **Message Priority** allows you to label the message as **Urgent**.
9. Press the left softkey to select **Send**. This sends your multimedia message.

Receiving multimedia messages

When a multimedia message is received, your screen displays the picture alert "New Message(s)" along with the question "Retrieve Now?" Charges apply. See **www.virginmobileusa.com** for pricing.

- To download the message, press the left softkey to select **Yes**. If you view the picture alert from the Inbox, select **Get Now**.
- To download the message at a later time, press the right softkey to select **Options** → **Retrieve Later.**
- To erase the message without viewing it, press the right softkey to select **Options** → **Erase.**

Note: If a multimedia message is received during a call, then the phone screen displays the alert "New Message(s)" after the call ends.

Viewing multimedia messages

After you have downloaded a multimedia message, a ✉ appears on your phone's screen and remains until all messages are viewed. The message is stored in the Inbox until the full message is received, regardless of the auto receive or prompt setting.

1. Press the left softkey to **View** the multimedia message. If the message is long, press down to view the entire multimedia message.

2. Press the right softkey to select **Options**. Press down to highlight additional options for the multimedia message:

   Note: The options available to you may vary. Check with Virgin Mobile.

   – **Forward** launches the message creation screen, allowing you to forward the multimedia message. The original address is not shown, nor the graphic, sound, and text fields.

   – **Erase** allows you to delete the currently displayed multimedia message.

   – **Message info** displays multimedia message information (priority, sender, subject, time sent and received, and message size).

   – **Replay** allows you to replay the message.

   – **Mute** silences the embedded sounds in the multimedia message.

   – **Sender** displays sender information.

   – **Call** initiates call to sender of multimedia message.

   – **Save picture** saves the currently viewed picture embedded in the multimedia message.

   – **Save sound** saves the current sound embedded in the multimedia message.

   – **Save address** extracts email addresses, phone numbers, and/or URLs from the sender info and multimedia message body.

   – **Save as auto text** saves the text in the multimedia message to the auto text list.

   – **Save message** saves the multimedia message to the Saved Folder on the phone.

   – **Launch Browser** to access a Web site.

3. When you are finished viewing the multimedia message, select **Reply** or press .

While viewing a message, press to view all numbers, Web sites, and links associated with the message.

8 AIM®

Accessing the AIM service

Now you can access the AOL® Instant Messenger™ (AIM) service from your Switch_Back phone. Check Virgin Mobile's Web site at **www.virginmobileusa.com** for availability and pricing.

To launch AIM, select **Menu** → **AIM**.

Note: You cannot receive incoming calls during a AIM session. All incoming calls are automatically sent to your voicemail.

Ending an IM client session

Press from any AIM page.

Navigating AIM

- Press up or down to scroll through items and to highlight one.
- Press to select an AIM menu item or option.
- Press to go back one screen.

Note: A scroll bar on the right side of the screen indicates that there is more text. Press down to go to the next screen of text. Press to move back one screen.

Send IM message

Select **Menu** → **Messaging** → **Send AIM** to access AIM and send an instant message.

Accessing VirginXL

With VirginXL, you can access a variety of exclusive music, entertainment, and information services from your Switch_Back phone. Download the latest games, ringtones, wallpapers, screen savers, and other content; surf the web; and more.

New VirginXL features are added all the time. Check Virgin Mobile's Web site at **www.virginmobileusa.com** for availability and pricing, or check directly from your phone using VirginXL. Charges apply.

To launch VirginXL:

- From the main screen, press left.

  - or -

  Select **Menu** → **VirginXL**.

  Note: You cannot receive incoming calls during a VirginXL session. All incoming calls are automatically sent to your voicemail.

Ending a VirginXL session

- Press from any VirginXL page.

Navigating VirginXL

- Press up or down to scroll through items and to highlight one.
- Press to select a VirginXL menu item or option.
- Press Back to go back one screen.

Note: A scroll bar on the right side of the screen indicates that there is more text. Press down to go to the next screen of text. Press Back to move back one screen.

My ringtones

The My ringtones folder stores your preloaded and downloaded ringtones. You can download the latest ringtones to your Switch_Back from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using VirginXL. Select **Menu** → **My stuff** → **My ringtones** → **Get more ringtones**. Charges apply.

Downloading ringtones

Note: If you don't have enough money in your account, you will need to Top-Up before downloading.

1. Press left to launch VirginXL and then search for ringtones.
2. Follow the prompts to purchase and download the selected ringtone.

Downloaded ringtones are stored in the **My stuff** → **My ringtones** folder in your phone in order of newest to oldest.

Assigning downloaded ringtones

1. Select **Menu** → **My stuff** → **My ringtones**.
2. Select a downloaded ringtone and press the right softkey to select **Options** → **Set Default**.

Note: The downloaded ringtone is also listed in the Ringtones folder and available to assign to individual contacts or as the Personal or Business ringtone. See "Creating a new contact" on page 26 and "Assigning ringtones" on page 26.

My games

You can download the latest games to your Switch_Back from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using VirginXL. Select **Menu** → **My stuff** → **My games** → **Get more games**. Charges apply.

Note: If you don't have enough money in your account, you will need to Top-Up before downloading.

1. Press left to launch VirginXL and then search for games.
2. Follow the prompts to purchase and download the selected game.

Downloaded games are stored in the **My stuff** → **My games** folder in your phone.

My other stuff

You can download the latest applications to your Switch_Back from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using VirginXL. Select **Menu** → **My stuff** → **My other stuff** → **Get more stuff**. Charges apply.

Note: If you don't have enough money in your account, you will need to Top-Up before downloading.

1. Press left to launch VirginXL and then search for applications.
2. Follow the prompts to purchase and download the selected application.

The downloaded application is stored in the **My stuff** → **My other stuff** folder in your phone.

My graphics

The My graphics folder stores your downloaded graphics. Download the latest wallpapers and screensavers to your Switch_Back from the Virgin Mobile Web site at **www.virginmobileusa.com** or directly from your phone using VirginXL. Select **Menu** → **My stuff** → **My graphics** → **Get more graphics**. Charges apply.

Note: If you don't have enough money in your account, you will need to Top-Up before downloading.

1. Press left to launch VirginXL and then search for graphics.
2. Follow the prompts to purchase and download the selected graphic.
3. Press to return to the main screen.

The downloaded graphic will be stored in the **My stuff** → **My graphics** folder in your phone.

Note: Downloaded graphics are stored in order of newest to oldest and can be assigned as either screensavers or wallpaper.

Assigning downloaded graphics

1. Select **Menu** → **My stuff** → **My graphics**.
2. Select **My pictures**, **VirginXL graphics**, **Wallpapers**, **Screensavers** or **Caller IDs**, and press ok.
3. Scroll to the graphic you want to assign and press the right softkey to select **Options**.
4. Highlight **Set Default** or **Assign** and press ok.

My sounds

You can record and save voice memos and all received attached sound files to My sounds. To listen to saved sounds or recorded voice memos:

1. Select **Menu** → **My stuff** → **My sounds**.
2. Select **Saved sounds** or **Voice memos** and press ok.
3. Scroll through the lists to listen to the saved sounds.
4. Highlight a sound and press the right softkey to select **Options**.
5. Highlight **Record New**, **Erase**, **Lock**, **Rename**, **Details**, or **Erase All** and press ok.

Tips before operating your camera

- You cannot activate the camera while on a call.
- Once the camera is active, the main screen acts as the viewfinder.
- If you get a "Low memory" error, check your resolution and quality compression settings. See "Setting up the camera" on this page.
- If there is no activity within 45 seconds after you turn your camera on, the camera quits and returns to the previous screen.

Accessing picture mode

The camera can be used with the flip open or closed.

Flip closed

Press the external camera key until you hear one beep to activate picture mode.

Flip open

Press until you hear one beep to activate picture mode.

Camera settings

1. Press and hold to activate picture mode.
2. Press the right softkey to select **Options**.
3. Press to select **Settings**.
4. Highlight an option and press :
   - **Flash** options are On, Off, or Automatic.
   - **Resolution** options are 640 x 480, 320 x 240 (best for sending to email), and 160 x 120.
   - **Low Light Mode** brightens the picture for low light environments.
   - **Self Timer** options are Off (default) or 3, 5, or 10 second pauses. When set, the camera beeps from 3 seconds down to the time the shutter snaps the picture automatically. Self Timer is not available when **Multishot** mode is activated.
   - **Multishot** allows you to take up to six multiple pictures while the camera key is pressed and held. A tone plays each time a picture is taken. A second tone plays when the final picture is taken.
   - **Shutter Sound** sets the sound used when the camera takes a picture.

– **White Balance** allows the camera to adjust for different lighting. Options are Automatic, Fluorescent, Incandescent, or Daylight.
– **Color Tone** allows you to capture pictures with different coloring. Options are Normal, Black & White, Negative, and Sepia.
– **Quality** sets the picture compression. The higher the compression, the better the detail of the picture (higher pixel rate). Options are Low, Medium, or High (default). When set to High, the picture file size is larger, using more memory.
– **LED** flashes a light to indicate a picture has been taken. Options are On (default) and Off.
– **Viewfinder Display** options are Fullscreen and Actual.

Restoring camera menu settings

The following settings **revert** to the default setting each time you enter and exit the camera application:

– Low Light Mode, Self Timer, MultiShot, Color Tone, and Viewfinder.

The following settings **remain** at the setting you selected each time you enter and exit the camera application:

– Flash, Resolution, Shutter Sound, White Balance, Quality, and LED.

Menu options for picture mode

1. Press to activate picture mode.
2. Select **Options**.
3. Press up or down to scroll through the options on the vertical menu bar:
   – **Settings** displays available camera settings you may set up prior to taking a picture.
   – **Brightness** allows you to adjust the brightness of the image in the main screen LCD.
   – **My pictures** displays all pictures taken and stored.
   – **Last Picture** displays the most recently taken picture.
   – **Frames** allows you to add a frame or a stamp to your picture. A frame or stamp cannot be removed once it is used in a picture.

   Note: The picture resolution changes to 160 x 120 while taking pictures with frames. The resolution returns to the original setting once Frames is disabled.

Picture mode indicators and icons

The picture mode displays the following onscreen indicators and icons:

Icon	Description
	Flash on
	Picture mode
Top right hand corner numbers	Number of snapshots remaining
	Zoom level
Bottom left hand numbers	Resolution setting
	Multishot
	Self Timer

Taking a picture

1. Select **Menu** → **Pictures** → **Take a picture**.
2. Focus on the image using the phone's display as a viewfinder.
3. Take the picture using one of two methods:
   – Press ok or the left softkey •.
4. Press the left softkey • to select **Send** or the right softkey • to select **Erase**.
5. Press ⏻ when finished taking pictures.

Camera key map

Key	Camera	Menu Screen
	Take picture	Dismiss menu options
Left softkey	Select Capture to take picture	Select **OK**
Right softkey	Select Options	Cancel, dismisses menu
Up	Zoom in	Scroll menu options right
Down	Zoom out	Scrolls menu options left
	Take a picture	Select menu option

Voice memo

The Voice Memo tool allows you to record and play back audio memos.

Recording a voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Record new**.
2. Record your memo and press the left softkey to select **Stop**.
3. Select **Save** to save your memo.

Note: If an incoming call is received while you're recording a memo, the memo is saved and the incoming call screen appears.

Playing or reviewing a voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the voice memo to review and select **Play**.
3. Press right and left to select a function and press OK to perform it:

Play

Stop

Pause

Mute

Naming a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Rename**.
4. Press and hold Back to clear the default name.
5. Use the keypad to enter a name for the memo.
6. Select **Save**.

Erasing a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Erase**. The prompt "Erase file?" appears.
4. Select **Yes** or **No**.

Scheduler

The Scheduler allows you to schedule events and set reminder alerts.

Creating an event

1. Select **Menu** → **Tools** → **Scheduler** → **Add new event**.
2. Enter a name for the event and press down. For help entering text, see page 20.

3. Select **Options** and classify the type of event and press OK: **Meeting**, **Phone Call**, **Birthday**, **Anniversary**, **Vacation**, **Medical**, or **Other**.
4. Press OK to change the date of the event (the current date is the default date).
   - Press left or right to move between the month, day, and year fields.
   - Press up or down to change the month, day, or year.
   - Press OK to save your changes.
5. Press OK to set the time of the event.
   - Press left or right to move between the hour, minute, and AM/PM fields.
   - Press up or down to change the hour, minute, or AM/PM.
   - Press OK to save your changes.
6. Press OK to set the duration of the event.
   - Press left or right to move between the hour and minute fields.
   - Press up or down to change the hour and minute.
   - Press OK to save your changes.
7. Press OK to set a reminder of the event.
   - Select an option and press OK.
8. Press OK to set the reminder sound.
   - Select an option and press OK.
9. Press OK to select a Silent Mode setting
   - Select **No** or **During event** and press OK.
10. Press OK to select whether or not this is a recurring event.
    - Select an option and press OK: **No**, **Daily**, **Weekly**, **Monthly**, or **Annually**.
11. Select **Save**.

Editing, erasing, or sending an event

1. Select **Menu** → **Tools** → **Scheduler** → **View month**.
2. Press up, down, left or right to highlight the day with the event to view, edit, or erase.
3. Press up or down to highlight the event and press OK.
4. Press the right softkey to select **Options**.
5. Select **Edit**, **Erase**, or **Send** and press OK.
   - For more information about editing the event, see "Scheduler" on page 46.
   - To erase the event, highlight **Erase** and press OK. Press the left softkey to confirm.
   - For more information about sending the event, see "Text Messaging" on page 30.

Alarm clock

You can set up to four alerts with your phone's three alarm clocks and one quick alarm.

Note: The alert occurs only if the phone is on.

Setting an alarm

1. Select **Menu** → **Tools** → **Alarm clock**.
2. Highlight one of the alarms and select **Set**.
3. Use the phone keypad to enter numbers and to switch between AM and PM.
   - Press left or right to move between hours, minutes, and AM/PM fields.
   - Press up or down to change the hours, minutes, and AM/PM options.
4. Press ok to set the time of the alarm.
5. Select **Options** to set the alarm sound.
6. Highlight an option and press ok.
7. Select **Options** to set the recurring time.
8. Highlight an option and press ok.
9. Enter a note for the alarm and press ok.
10. Press the left softkey to select **Save** and set the alarm(s).
11. When the alarm rings, select **Off** to turn off the alarm or **Snooze** to silence the alarm for 10 minutes.

    Note: Opening the flip turns off the alarm.

Setting the QuickAlarm

1. Select **Menu** → **Tools** → **Alarm Clock**.
2. Highlight **QuickAlarm** and select **Set**.
3. Select an option and press ok: **5 minutes**, **15 minutes** (default), **30 minutes**, or **60 minutes**. A message appears telling you the QuickAlarm is On.
4. When the alarm rings, select **Off** to turn off the alarm or **Reset** to set the QuickAlarm again.

Tip calculator

The Tip calculator helps you calculate how much tip to include with a bill.

1. Select **Menu** → **Tools** → **Tip calculator**.
2. Enter the amount of your bill.
3. Select **Next**.
4. Select the amount you want to include as a tip (10%, 15%, 18%, 20%, Other) and press ok. Your total bill appears, including tip.
5. To split the bill, right softkey to select **Split**.
6. Press Back to clear the default of 2 guests.
7. Enter the number of guests and press the left softkey to select **Next**. The amount each guest pays is calculated.
8. Select **Done**.

Calculator

Use the calculator for basic mathematical equations.

1. Select **Menu** → **Tools** → **Calculator**.
2. Use the keypad to enter numbers.
3. Use to select mathematical operations:

Left	x (multiply)	**Up**	+ (add)
Right	÷ (divide)	**Down**	- (subtract)

4. Press ok to calculate the result.
   Example: Enter 5, press left to select **X**, enter 2, then press ok to obtain the result of 10.
5. Press end to return to the main screen.

   - or -

   Press Back to clear the screen.

   Options

M+	Adds displayed digit to the value stored in memory.
MR	Displays currently stored value on screen.
MC	Clears value currently stored in memory.

Timer

This timer counts down for a specified amount of time. It beeps when that amount of time has elapsed.

1. Select **Menu** → **Tools** → **Timer**.
2. Select **Set**.
   – Press to move the cursor left or right.
   – Press up or down to set the hours, minutes, and seconds.
3. Select **Start** to begin the countdown.
   Select **Stop** to pause the countdown.
   Select **Reset** to clear the timer.
4. Select **Sound**, highlight an alarm sound and press ok to select the alarm.
5. The right softkey to silence the alarm.

Stopwatch

1. Select **Menu** → **Tools** → **Stopwatch**.
2. Select **Start** to begin counting.
   Select **Stop** to stop counting.
   Select **Reset** to clear the counter.

Flashlight

1. Select **Menu** → **Tools** → **Flashlight**.
2. Select **Turn On** to turn on.
   Select **Turn Off** to turn off.

13 Customizing Your Phone

The contents of the **Settings** menu are as follows:

Keyguard
Guard on close
Disabled

Sounds
Ringtone volume
Ringtones
Business ringers
Personal ringers
Flip open
Flip closed
Pwr on/off sound
Key volume
Key length
Alerts
Smart sound
Minute alert
Earpiece volume
Spkrphone volume

Display
Greeting banner
Menu style
Color themes
Wallpaper
Screensavers
Backlight
Auto-Hyphen
Time/Date format
Contrast
Brightness

Convenience
Open to answer
Fast find
Frequent list
Hold call
1-Touch dialing
Any key

Call options
Add voice dial
Erase voice dial
Voice training
Voice wake-up
Voice answer
Expert mode

Messaging
Alerts
Groups
Auto text
Text entry
Signature
Save to outbox
Auto-Erase
Callback number

Camera
Resolution
Picture quality
Shutter sound
Viewfinder display

Security
Lock phone
Limit use
Change lock code
Emergency numbers
Erase contacts

Network
Privacy alert
Location

Accessories
Pwr backlighting
Headset ringing
Auto-Answer
TTY

Phone Info
Displays your phone number, software version, PRI version, ESN, technology, SID, browser info, and screen icons.

Creating a custom menu

You can create a custom menu that contains your favorite features with the internal keypad's custom menu key.

1. Press .
2. Press the left softkey to select **Edit**.
3. Scroll through the available features and press ok to select or deselect options.
   – You may select more than one feature. Items appear in alphabetical order.
4. Press the left softkey to select **Save**.

You can return to edit your custom menu.

Using the keyguard

Locking the keyguard

The Keyguard locks the external number keypad on your phone to prevent accidental keypresses when the phone is turned on and a call is not in progress. You can still answer or silence an incoming call.

- To lock the keypad, press and hold * shift .
- To unlock the keypad, press the left softkey to select **Keyguard**, then press ok.

Changing the keyguard setting

You can set the phone to lock the keypad automatically when the flip is closed.

1. Select **Menu** → **Settings** → **Keyguard**.
2. Highlight an option:
   - **Guard on close**
   - **Disabled**
3. Press ok to save.

Silencing all sounds

Your phone is set to make sounds when you receive calls, press keys, navigate through menus, and receive alerts (such as new messages). You can silence all sounds and set the phone to vibrate when you receive calls and alerts.

Setting the phone to vibrate

- Press and hold # space .
  - or -
- Use side volume keys to select **Vibrate** or **Silence All**.

Turning sounds back on

- Press and hold # space .
  - or -
- Use side volume keys to select a volume level.

Setting ringtones

Changing your default ringtone

Your Switch_Back phone has multiple ringtones you can choose to use for incoming calls.

1. Select **Menu** → **Settings** → **Sounds** → **Ringtones**.
2. Scroll down the list to hear the different rings and press ok to select one.

Note: Downloaded ringtones are added to the beginning of the standard list of ringtones.

Changing your business ringtone

Your Switch_Back phone has multiple ringtones you can choose to use for incoming calls from your Business group.

1. Select **Menu** → **Settings** → **Sounds** → **Business ringers**.
2. Scroll down the list to hear the different rings and press ok to select one.

Note: Downloaded ringtones are added to the end of the standard list of ringtones.

Changing your personal ringtone

Your Switch_Back phone has multiple ringtones you can choose to use for incoming calls from your Personal group.

1. Select **Menu** → **Settings** → **Sounds** → **Personal ringers**.
2. Scroll down the list to hear the different rings and press OK to select one.

Note: Downloaded ringtones are added to the end of the standard list of ringtones.

Setting sounds for your phone

You can set your phone to sound tones when you open and close the flip and when you turn the phone on and off. Sounds will not occur during an incoming call, if you are in a call, or if a headset or car kit is attached to your phone.

Set sound when flip opens

1. Select **Menu** → **Settings** → **Sounds** → **Flip open**.
2. Scroll through the list to hear the sounds and press OK to select one.

Set sound when flip closes

1. Select **Menu** → **Settings** → **Sounds** → **Flip closed**.
2. Scroll through the list to hear the sounds and press OK to select one.

Set sound when phone powers on or off

- Select **Menu** → **Settings** → **Sounds** → **Pwr on/off sound** → **Enabled**.
  - To deselect this sound, select **Disabled**.

Adjusting volume

You can adjust the earpiece, speakerphone, and ringtone volume as well as key tones.

Adjusting the ringtone volume

1. Select **Menu** → **Settings** → **Sounds** → **Ringtone volume**.
2. Press right to increase the volume, or left to decrease the volume.
3. Press the left softkey to select **Save**.

Adjusting key tone volume

You can change the volume of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key volume**.
2. Press right to increase the volume, or left to decrease the volume.
3. Press the left softkey to select **Save**.

Setting key length

You can change the duration of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key length**.

2. Choose **Normal** or **Long** and press OK.

Setting sound alerts

You can choose how you want be alerted of incoming voicemail, pages, text messages or missed calls.

1. Select **Menu** → **Settings** → **Sounds** → **Alerts**.
2. Select the type of alert: **Message alert**, **Page alert**, **Voicemail alert**, or **Missed call alert**.
3. Press OK to select an option:
   - **Vibrate**, **Beep**, **Freeway**, **Game**, **Bloop**, **Winner**, **Zilofon** sets the phone to alert you once when a new message is received.
   - **Vibrate & Remind**, **Beep & Remind**, **FWY & Remind**, **Game & Remind**, **Bloop & Remind**, **Winner & Remind**, **Zilofon & Remind** sets the phone to notify you once when a new message is received and then notify you again every five minutes.
     To stop a reminder alert, press OK to select **Ignore**.
   - **Disabled** turns off message alerts.

Using smart sound

You can set a baseline volume that the phone uses to automatically adjust the earpiece volume when there is a change in the amount of noise around you or the caller's voice.

- Select **Menu** → **Settings** → **Sounds** → **Smart sound** → **Enabled**.

Adjusting the earpiece volume

To adjust the earpiece volume manually during a call, press volume keys or navigation key up or down.

To set the earpiece volume:

1. Select **Menu** → **Settings** → **Sounds** → **Earpiece volume**.
2. Press navigation key right to increase the volume, or left to decrease the volume.
3. Press the left softkey to select **Save**.

Adjusting speakerphone volume

1. Select **Menu** → **Settings** → **Sounds** → **Spkrphone volume**.
2. Press navigation key right to increase the volume, or left to decrease the volume.
3. Press the left softkey to select **Save**.

Personalizing the screen

Changing your banner

The banner is the personal label for your phone. It appears on the main screen above the time and date. The banner can be up to 14 characters long.

1. Select **Menu** → **Settings** → **Display** → **Greeting banner**.
2. Press the right softkey to select **Edit**.
3. Press Back to clear the screen.
4. Enter your new text.
5. Press the left softkey to select **Save**.

Choosing a menu style

Three menu styles are available: Wheel, Graphic, and List.

1. Select **Menu** → **Settings** → **Display** → **Menu style**.
2. Select an option and press OK.
   - **Graphic** displays icons of each menu item, with its name at the bottom of the screen.
   - **List** displays a list of each menu item.
3. Press END to return to the main screen. The next time you select **Menu**, you see the menu style you selected.

Selecting a color theme

You can select a color theme for the display background of your phone.

1. Select **Menu** → **Settings** → **Display** → **Color themes**.
2. Scroll through the options to view the color themes and press OK to select one.

Selecting wallpaper

Wallpaper appears on the main screen.

1. Select **Menu** → **Settings** → **Display** → **Wallpaper**.
2. Highlight a wallpaper design and press OK.
3. Press the left softkey to assign the wallpaper.
4. Press END to return to the main screen.

Note: Downloaded wallpapers are saved in **Menu** → **My stuff** → **My graphics** → **Wallpapers**.

Selecting a screensaver

Screensavers appear on the main screen when the flip is open or closed and are activated 10 seconds after the last keypress. Incoming calls and alerts override screensavers.

1. Select **Menu** → **Settings** → **Display** → **Screensavers**.
2. Highlight a screensaver and press OK. The image displays.
3. Press the left softkey to assign the screensaver.
4. Press END to return to the main screen and wait 10 seconds to view the screensaver you chose.

   Note: Downloaded screensavers are saved in **Menu** → **My stuff** → **My graphics** → **Screensavers**.

Adjusting the backlighting

Your screen lights up while you are in a call or when you press a key on the keypad. However, you can set the length of time that bright backlighting remains on.

1. Select **Menu** → **Settings** → **Display** → **Backlight** → **Duration**.
2. Select an option and press OK:

– **7 seconds**, **15 seconds**, or **30 seconds**—(Default) Turn backlighting on for 5, 10, or 30 seconds after your last keypress.

– **7 sec. & in call**, **15 sec. & in call**, or **30 sec. & in call**—Turn backlighting on for the duration of a call, and for 5, 10, or 30 seconds after your last keypress.

– **Disabled**—Turns off backlighting.

Note: The "in call" settings drain the battery more quickly.

Using power save mode

You can conserve battery life by activating Power save mode to dim the backlight set in the procedure above. The backlighting appears for the selected duration but is less bright than with Power save off.

- Select **Menu** → **Settings** → **Display** → **Backlight** → **Pwr save mode** → **On**.

Setting power backlighting

You can set backlighting to remain on when an external power source, such as the AC adapter, is used with the phone.

Note: Power backlighting may not be available with the optional desktop charger or other accessories.

1. Select **Menu** → **Settings** → **Accessories** → **Pwr backlighting**.
2. Select **Always On** to keep backlighting on.

   Note: The battery charges slower when power backlighting is on.

Setting numbers to auto-hyphenate

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan.
For example, 1-222-333-4444.

- Select **Menu** → **Settings** → **Display** → **Auto-Hyphen** → **Enabled**.

Choosing a different time/date format

1. Select **Menu** → **Settings** → **Display** → **Time/Date format**.
2. Highlight an option and press ok.

Changing the display contrast

1. Select **Menu** → **Settings** → **Display** → **Contrast**.
2. Press left or right to adjust the brightness and select **Save**.

Changing the display brightness

1. Select **Menu** → **Settings** → **Display** → **Brightness**.
2. Press left or right to adjust the contrast and select **Save**.

Creating a secure environment

This section describes all the features involved in securing your phone and preventing access to personal information. All security features are shielded by a four-digit lock code.

Locking your phone

When your phone is locked, you can call only emergency numbers or Virgin Mobile's customer service number. You can still receive incoming calls.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Lock phone**.
4. Highlight an option and press ok.
   - **Never** does not lock the phone.
   - **On power up** locks the phone every time you turn it on.
   - **Now** locks the phone immediately.

Unlocking the phone

1. From the main screen, press the left softkey • to select **Unlock**.
2. Enter your four-digit lock code.

Limiting calls

You can limit the calls that can be made from your phone to emergency numbers, your contacts, and your service provider's numbers.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Limit use**.
4. Choose an option and press ok:
   - **No limit** limits no calls.
   - **Limit outgoing** calls only. Incoming calls can still be received and answered.
   - **Limit all** calls, both incoming and outgoing.

Changing your lock code

The lock code is typically 0000 or the last 4 digits of your phone number.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code
3. Select **Change lock code**. A message appears: "Change Code?"
4. Press the left softkey • to select **Yes** and enter a new four-digit code.
5. Enter your new lock code again.

Designating emergency numbers

The emergency numbers feature allows you to specify three personal phone numbers that can be called when the phone is locked.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Emergency numbers**.
4. Select an **Unassigned** slot.
5. Enter the phone number, including the area code. Do not enter 1 before the area code.
6. Press the left softkey • to select **Done**.

Notes:

- You can view these numbers only when they're being entered for the first time.
- To make a call to an emergency number from a locked phone, you must dial the number (including area code) exactly as it was stored in Emergency Numbers.

Erasing all contacts

You can erase all entries from your Contacts directory.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Erase contacts**.
4. Select **Yes** to erase all contacts. A message appears: "Erase ALL Contacts?"
5. Press the left softkey to select **Yes** to erase all contacts.

Connecting to a TTY/TDD device

You can connect the phone to a TTY device for the hearing impaired. **Note:** Enable TTY only when using the phone with a TTY device.

1. Connect the TTY device to the phone.
2. Enter (or **##889**) from your keypad.
3. Press the left softkey to select the **TTY** option.

Setting position location

This setting allows you to share your location information with network services other than emergency services (For example: 911, 111, 999, and 000) in markets where service is implemented.

Note: This feature works only when your phone is in digital mode. You do not have the option of turning off the locator to emergency services.

1. Select **Menu** → **Settings** → **Network** → **Location**.
2. Select **911 Only** or **Location on**.
   - **911 Only** (default) shares your position information only with emergency services when you call your 3-digit emergency code (911, 000, 111, etc.).
   - **Location on** shares your position information with Virgin Mobile's network, in addition to emergency services.

14 Using Voice Recognition

Voice recognition allows you to make and answer calls by speaking commands into the phone's microphone.

Setting up voice dialing

To make or receive calls using voice dialing, contacts must be saved with associated voice tags.

Creating a voice tag for a contact

1. Press the right softkey to select **Contacts**.
2. Highlight the contact and press OK.
3. Press down to highlight the number.
4. Press the right softkey to select **Options**.
5. Highlight **Add Voice Dial** and press OK.
6. Follow the voice prompts. You will need to say the name twice.

Viewing entries with voice tags

- Select **Menu** → **Contacts** → **Voice dial list**.

  A list of all contacts with assigned voice tags appears.

Editing a voice tag

1. Select **Menu** → **Contacts** → **Voice dial list**.
2. Highlight the contact to edit and press OK.
3. Highlight the phone number and select **Options**.
4. Select **Add voice dial**, **Edit voice dial**, or **Erase voice dial**.
5. Follow the prompts.

Making a call using voice tags

1. If you haven't already done so, record a voice tag for the person you wish to call.
2. From the main screen, press . The phone responds: "Say a name."
3. Say the name of the person you want to call.
4. If the name you said matches a contact in the Voice Dial List, the phone responds: "Calling (Name)." Remain silent to make the call, or say **No** to cancel.

   Note: If the phone finds multiple voice tags that sound like the name you said, you are asked to verify which name you want to call. Say **Yes** when you hear the correct name. Say **No** when you hear an incorrect name.
5. When you are finished with the call, press .

Erasing voice tags

To erase all voice name dial recordings in your phone:

1. **Menu** → **Settings** → **Call options** → **Erase voice dial**.
2. Select **Yes**.

Making a call using digit dialing

When using digit dialing, you speak digits to dial a phone number.

Note: You cannot speak a string of digits. You must speak one digit at a time and wait for the prompt.

1. From the main screen, press . The phone responds: "Say a name or say Dial."
2. Say "**Dial**". The phone responds: "Speak a digit."
3. Speak the first digit of the phone number you want to call. Once the phone repeats the digit, you can speak the next digit.

   If you pause, the phone prompts you with the following five options. After the prompt, speak an option.

   – Say "**Clear**" to erase the last digit entered. The phone responds: "Digit cleared." To clear the entire phone number, say "**Clear**" again. When the phone prompts you with "Clear entire phone number?", say "**Yes**" to clear or "**No**" to cancel.

   – Say "**Call**" to dial the number.

   – Say "**Verify**" to cause phone to repeat the set of digits that you input.

   – Say "**Cancel**" to exit voice recognizer and return to the main screen.

   – Speak a digit to enter the next digit. Once the phone repeats the digit, you can speak the next digit or pause to hear the prompt.

Using voice features with hands-free headset

You can use voice commands to make a phone call or to answer the phone only if your phone is connected to a hands-free headset (sold separately).

Note: The following features apply only to hands-free headsets unless noted.

To shop for hands-free headsets, visit **www.virginmobileusa.com**.

Waking up the phone

If your phone is connected to a hands-free headset, you can use the voice command to activate the phone to make a phone call.

Note: Voice Wake-up does not work with Keyguard active.

To activate the Voice Wake-up setting:

1. Select **Menu** → **Settings** → **Call options** → **Voice wake-up** → **With accessory**.
2. Select **Menu** → **Settings** → **Keyguard** → **Disabled**, then press .

To wake up the phone:

1. Say "**Wake Up**" and listen for a tone.
2. Say "**Wake Up**" again until you hear two tones.

If the phone does not recognize your "Wake up" command, see "Training voice recognition" on page 60.

Answering the phone

You can set your hands-free headset to (1) answer automatically or (2) answer using a voice command.

Answering automatically

You can set your phone to answer automatically.

Note: This setting also works with the portable hands-free headset.

- Select **Menu** → **Settings** → **Accessories** → **Call answer** → **After 5 seconds**.

Answering using voice commands

If Auto-Answer is turned off, you can use a voice command to answer an incoming call using the installed hands-free headset.

- Select **Menu** → **Settings** → **Accessories** → **Auto-Answer** → **Disabled**.

To activate the Voice Answer setting:

1. Select **Menu** → **Settings** → **Call options** → **Voice answer**.
2. Highlight **Enabled** and press ok.

To answer a call:

When you receive an incoming call, the phone responds: "Incoming call, answer?" If the caller is recognized as a contact entry in your phone, then the phone says "Incoming call from (Name), answer?"

- Say "**Yes**" or press any key except .

Ignoring an incoming call

To ignore an incoming call, do one of the following:

- Say "**No**" and press to silence the alert.
- Remain silent. The voice alert repeats twice and the phone rings once, then returns to the main screen.

Training voice recognition

If your phone is having trouble recognizing your voice, you can train it with the commands **Yes**, **No**, and **Wake up**.

1. Select **Menu** → **Settings** → **Call options**.
2. Select **Voice training**.
3. Read the message and press the left softkey to select **OK** and continue. **Cancel** returns you to the previous screen.
4. Select **Train All** or the item you want to train.
5. Follow the prompts for each word until training is complete.

Customer support

To contact Virgin Mobile's customer support department for information about your phone, account history, call coverage area, and specific features available to you, such as call forwarding or voicemail:

- Go to **www.virginmobileusa.com**.
- Dial *VM from your Virgin Mobile phone. Airtime charges may apply.
- Dial 888-322-1122 from any phone.

For questions about the phone features, refer to the materials provided with your phone, or visit **www.virginmobileusa.com**.

For additional questions, you may contact the Kyocera Wireless Corp. Customer Care Center in any of the following ways:

- Web site: **www.kyocera-wireless.com**.
- Email: **phone-help@kyocera-wireless.com**.
- Telephone: 1-800-349-4478 (U.S. and Canada) or 1-858-882-1401.

Before requesting support, please try to reproduce and isolate the problem. When you contact the Customer Care Center, be ready to provide the following information:

- The name of your service provider: Virgin Mobile.
- The actual error message or problem you are experiencing.
- The steps you took to reproduce the problem.
- The phone's electronic serial number (ESN). To locate the ESN, select **Menu** → **Settings** → **Phone Info**.

Qualified service

If the problem with your phone persists, return the phone with all accessories and packaging to the dealer for qualified service.

Become a product evaluator

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit **beta.kyocera-wireless.com**.

16 CONSUMER LIMITED WARRANTY

Kyocera Wireless Corp. ("KYOCERA") offers you a limited warranty that the enclosed product or products (the "Product") will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from an authorized supplier. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product.

KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period ("Proof of Purchase"). After the one year warranty period, you must pay all shipping, parts and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

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KYOCERA SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU "AS IS". KYOCERA MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR VERBAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF TRADE USAGE OR OUT OF A COURSE OF DEALING OR COURSE OF PERFORMANCE. NO DEALER, DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number from anywhere in the continental United States and Canada: 1-800-349-4478 or 858-882-1401; or contact KYOCERA at the following address: 10300 Campus Point Drive, San Diego, California, 92121-1582, USA, Attention: Technical Support.

DO NOT RETURN YOUR PRODUCTS TO THE ABOVE ADDRESS. Please call or write for the location of the Kyocera Wireless Corp. authorized service center nearest you and for procedures for obtaining warranty service.

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